

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. The FCC is mandated to protect consumers from unfair business practices. This is especially the case when large communication companies, such as the cellular phone industry, have the unfair advantage of concentrated power and enormous sums of monies to pressure Congress and the commissions that regulate them, i.e. the FCC. Please remember what your most important mandate is: consumer protection. Part of consumer protection is adopting policies which force the cellular communication industry to reduce toxic waste by no longer forcing consumers to buy a new cell phone each time they sign up for a new "plan". It also means that these companies should no longer be able to employ unfair rate practices.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
Jill Veale-Broads